Ecommerce User Guide

How to fulfil an order

Please note that the screenshots in this User Guide mostly show the colour blue, but in our live system these colours have now changed to green.

Version 3.0

How to fulfill your Shopiago order

When you have an order on Shopiago, you will be notified. And once the item is shipped, the customer will automatically receive an email informing them that the order has been dispatched.

There are 8 steps to follow for fulfilling an order;

1. Assign a picker.

2. Print pick list.

3. Set picking status.

4. Print packing slip.

5. Create shipment (if using ShipEngine).

6. Print dispatch label

7. Fulfill order.

8. Cancel order.
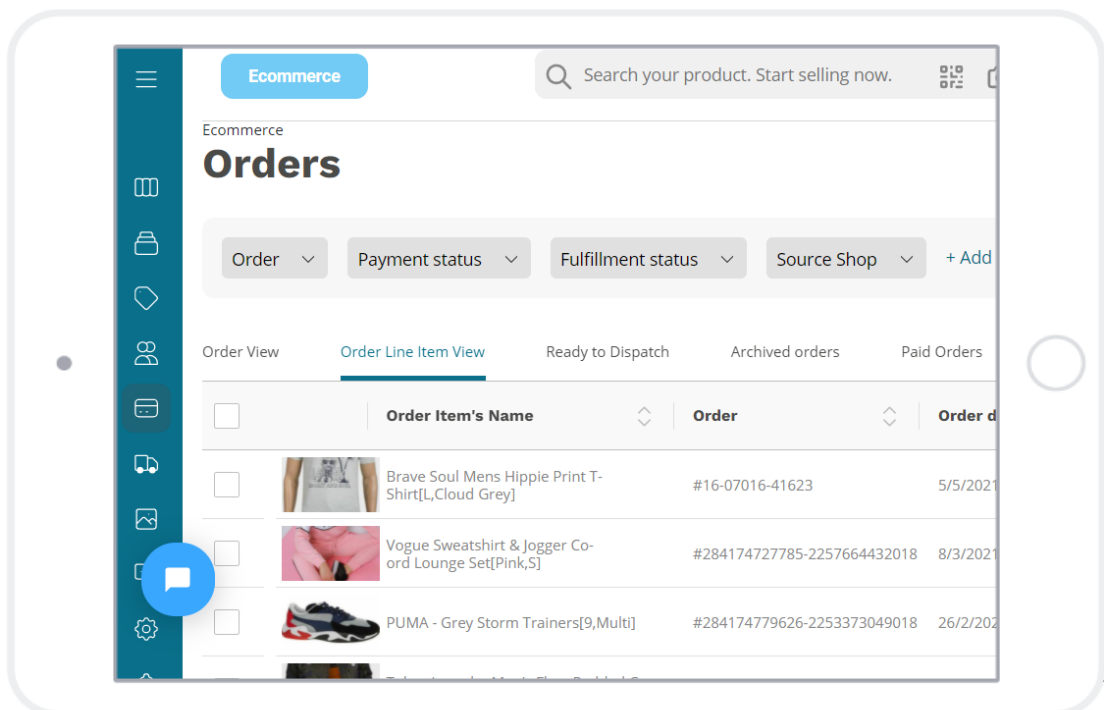
How to assign a picker

<u>Login</u> to the order processor account and click the 'Orders' icon on the account menu OR click 'Check Orders' button (top-left of the dashboard).
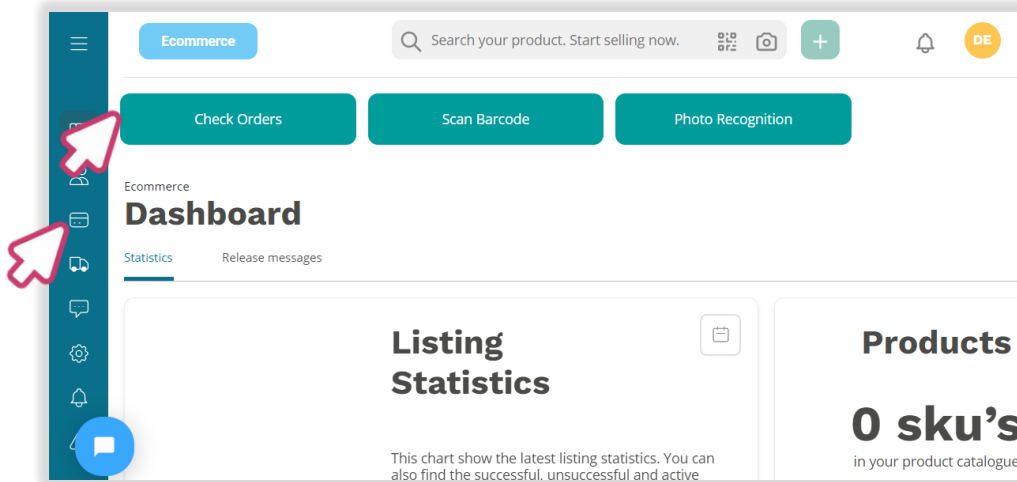
From order view tab, click on 'Paid orders', use the page stroller and scroll - right to find item 'fulfilment status'. (you can use the filter options to make the process much easier).
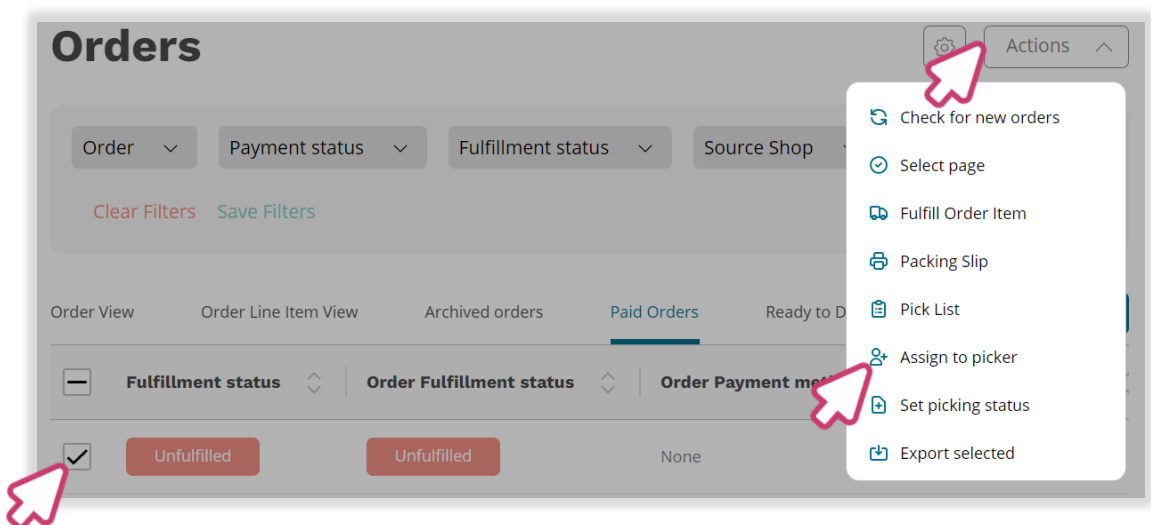
World of Books
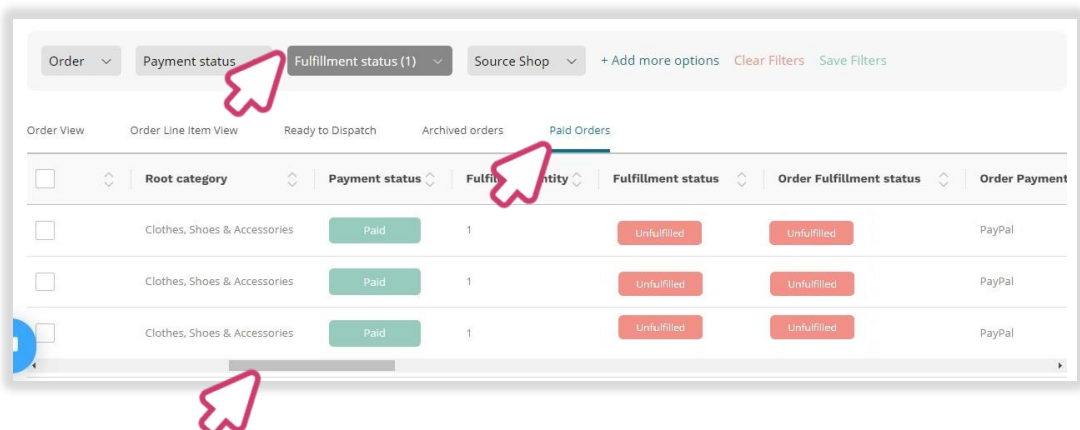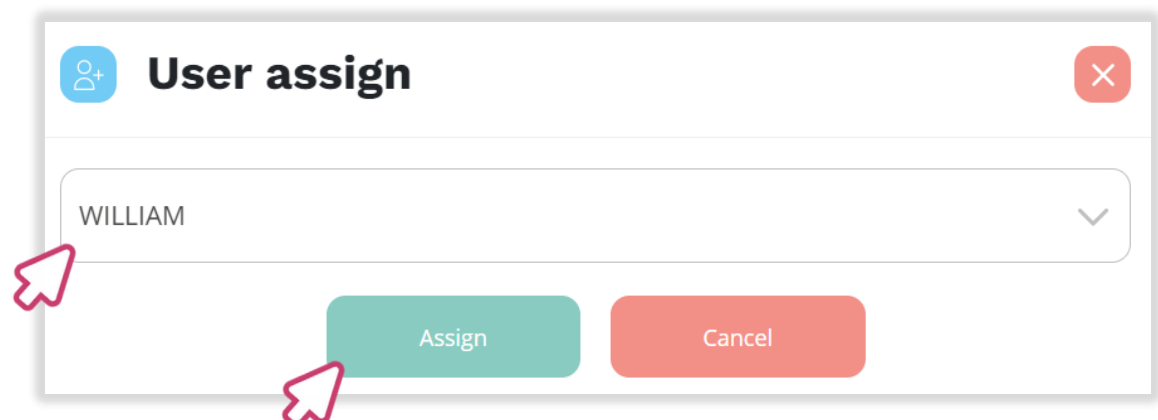
How to assign a picker

Select single or multiple orders.

Click the click the 'Actions' button (top right corner).
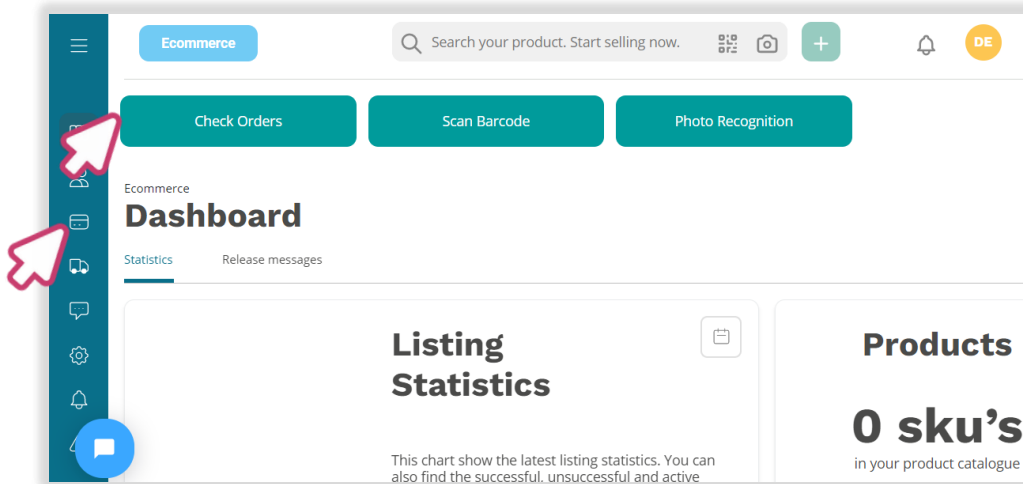
From the pop-up screen, click on 'Assign to picker'.

From the pop-up screen, select a user and click the 'Assign' button.
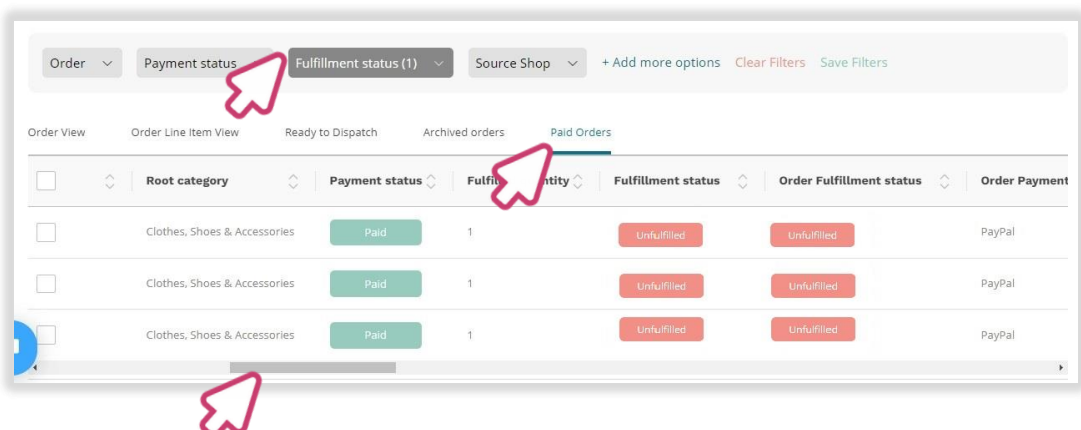
Printing pick list

Navigate to 'Orders' from the dashboard menu or click 'Check orders' (upper left corner).

From order view tab, click on 'Paid orders', use the page stroller and scroll - right to find item 'fulfilment status'. (you can use the filter options to make the process much easier).
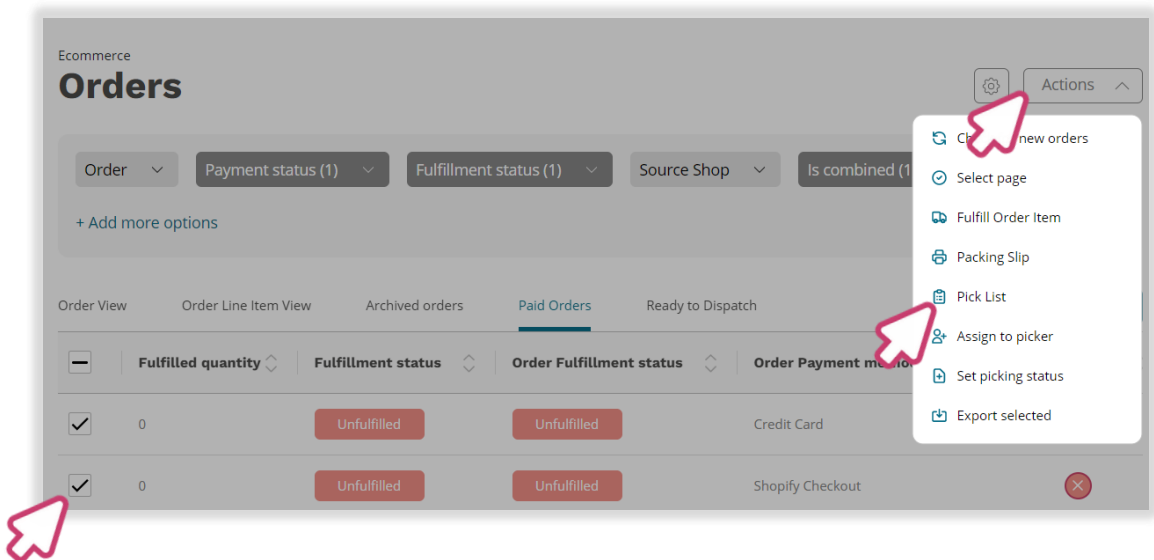
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Print Pick List

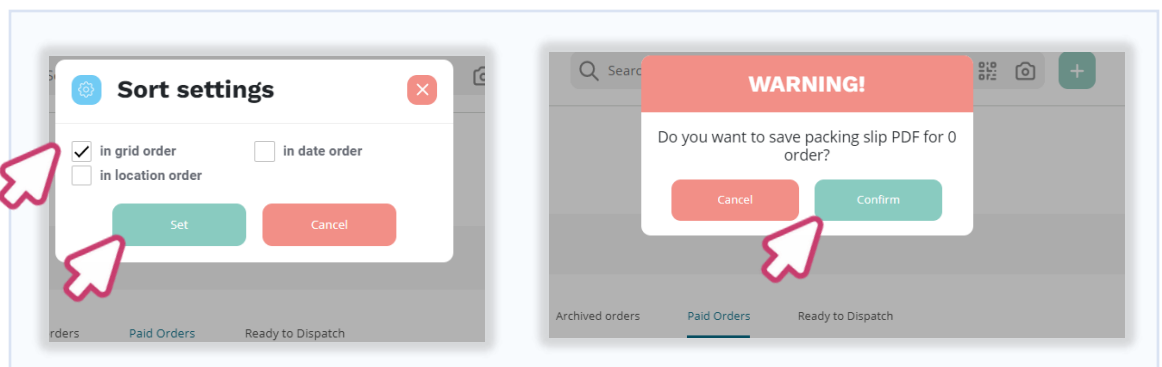Select single or multiple orders from the 'orders' page.

Click on 'Actions' button (upper right corner).

From the pop-up screen, click on 'Pick list'.

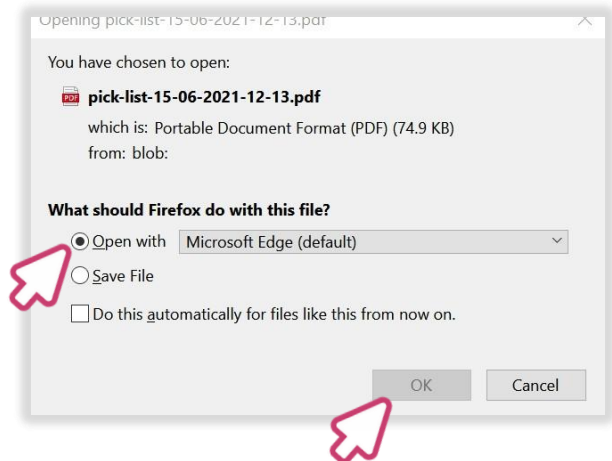Change sort settings characteristics if necessary and click the 'Set' button.

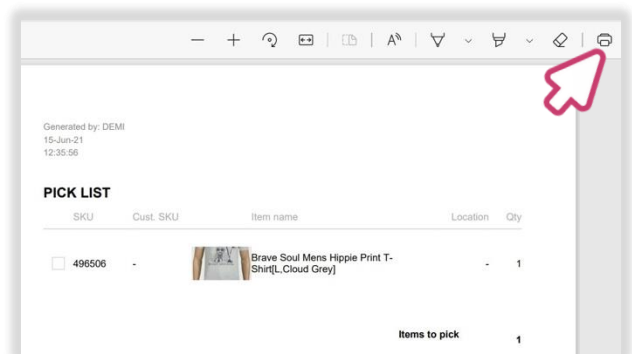Click Confirm from the pop-up screen to download slip.

Print Pick List

After clicking the 'Confirm' button, a pop-up screen will appear giving you the options to save or open the file.

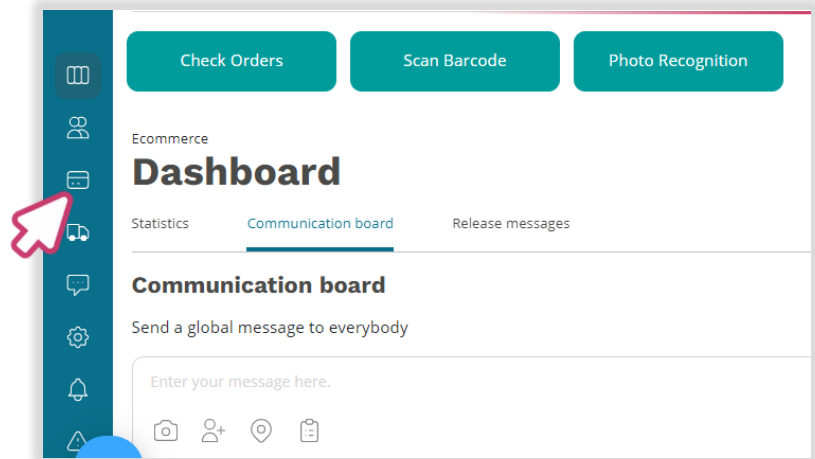Select 'Open with' (a program) and Click the 'OK' button.

From the PDF generated document, click the printer icon at the top-right of the screen to print. (Ctrl + P) for Windows and (Command-p) for Mac.
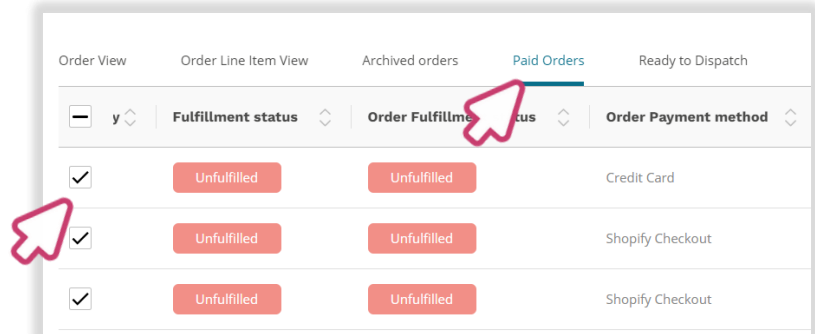
Set picking status

When an order has been picked, awaiting, or not found, you can update the 'pick status' on the orders page.
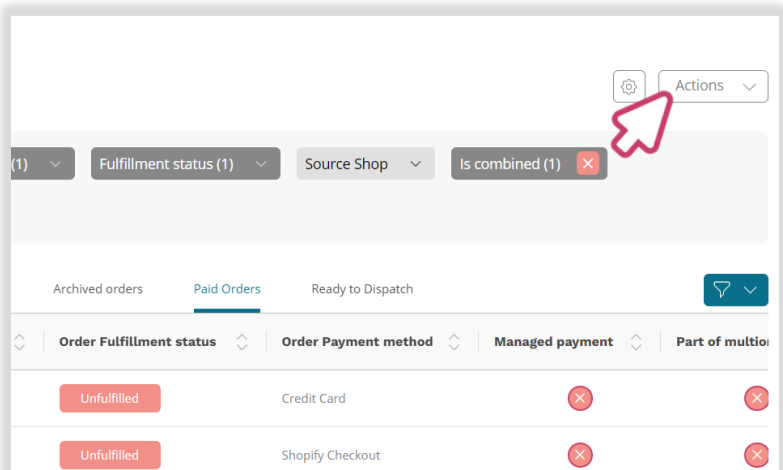
To set picking status, navigate to 'Orders' from the account menu.

Click on 'Paid Orders', and select the item(s).

Click on 'Actions' button (top right corner) after selecting the item.
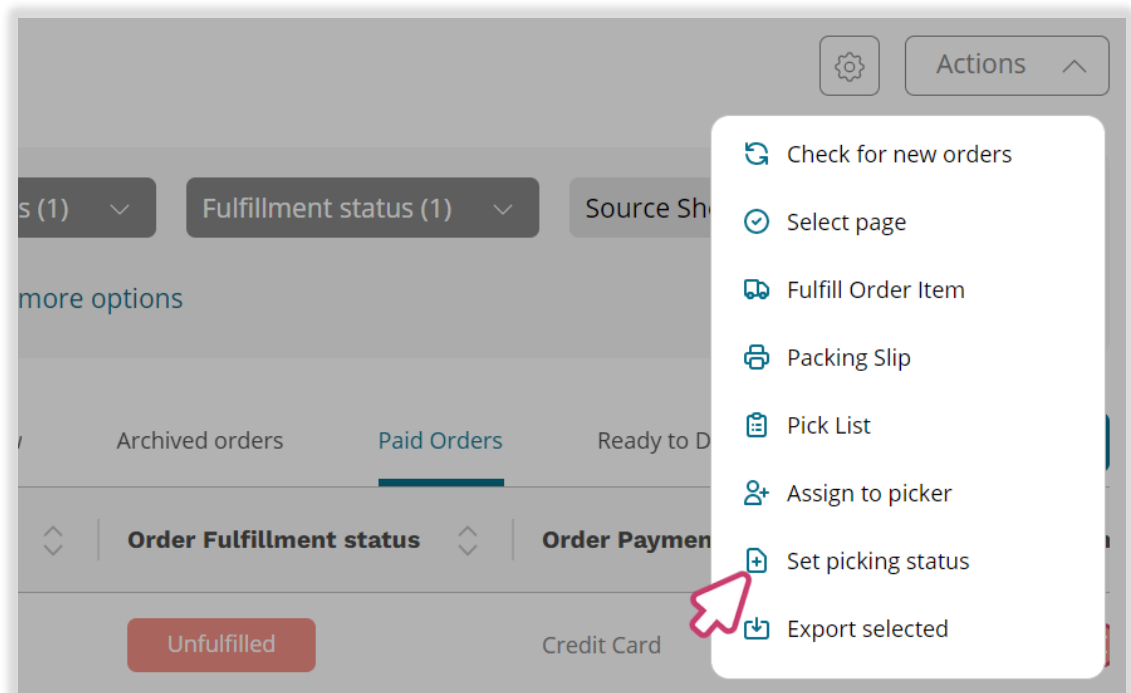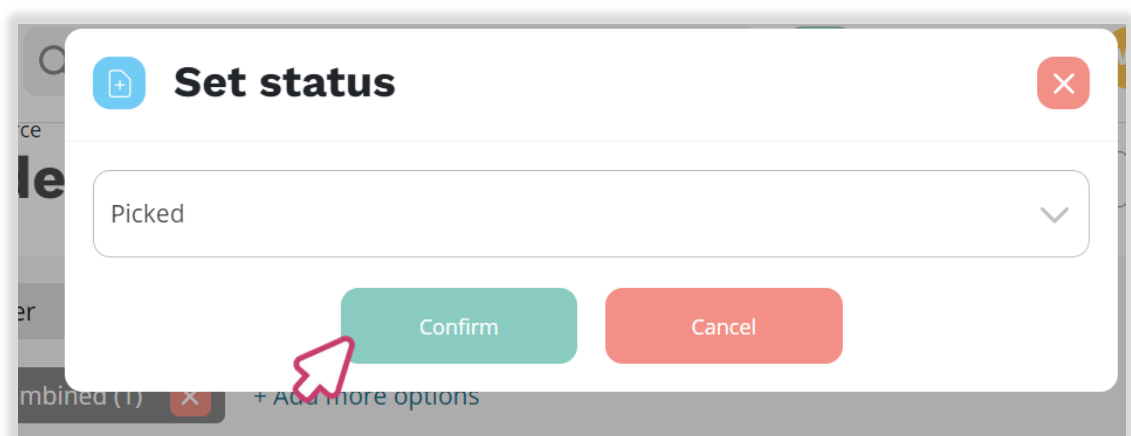
Set picking status

From the pop-up screen, click on 'Set picking status'.

Next, select one status that applies and click the 'Confirm' button.

Set picking status

To view picking status, navigate to the 'Paid Orders' and use the page scroller to scroll right. You should be able to see pick status and the picker.

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How to print packing slip
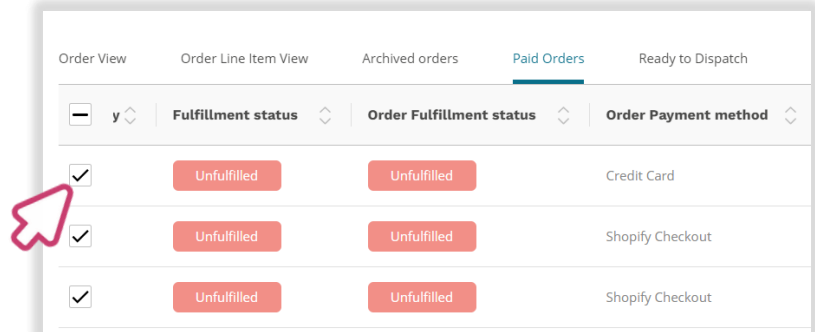
When sending items to a customer, you might want to include the Packing slip in the package. The packing slip consists of sales information.
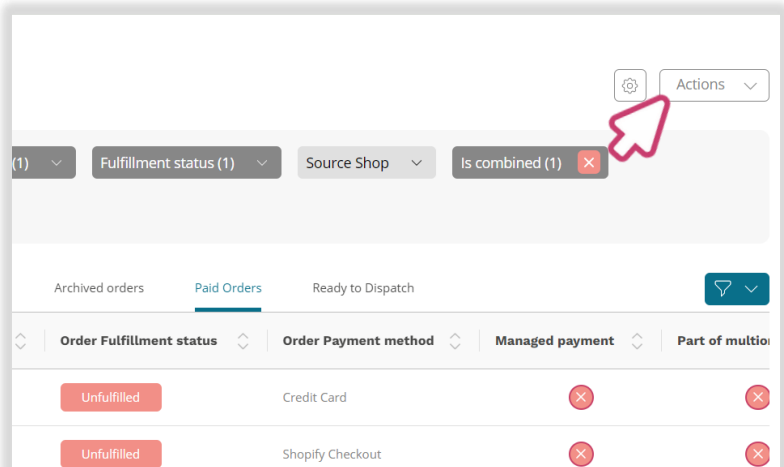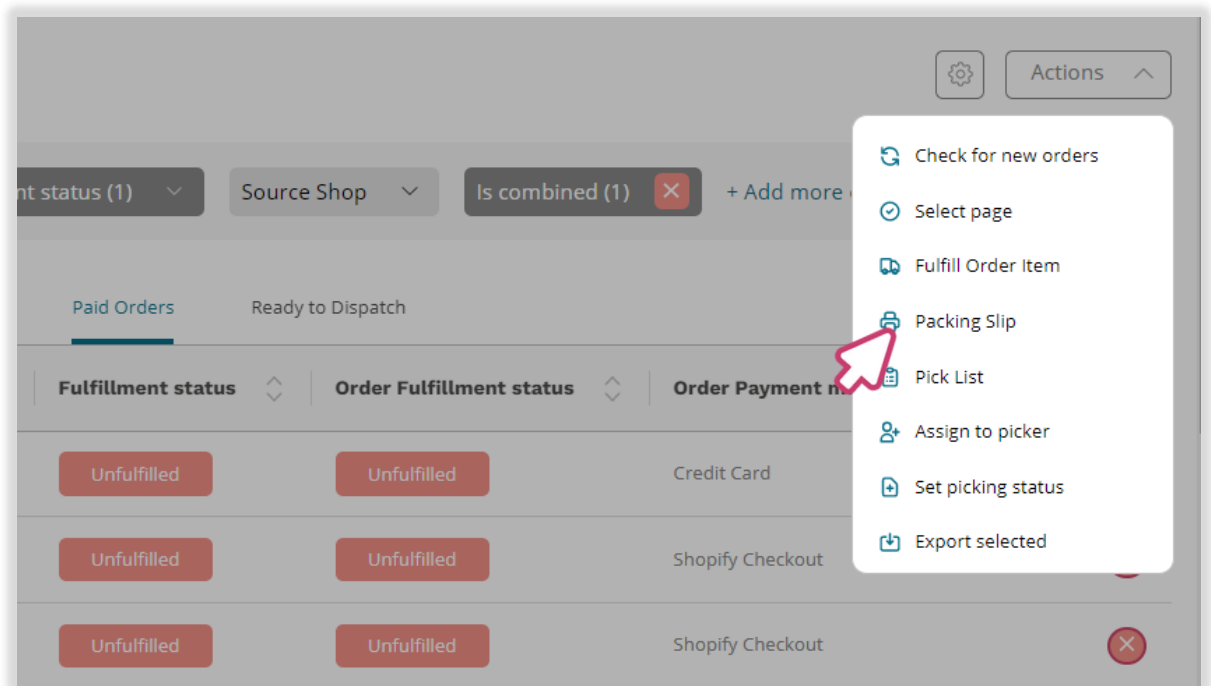
To print packing slip, navigate to 'Orders' from the account menu.

To print packing slip, navigate to 'Orders' from the account menu.

| Check Orders | Scan Barcode | Photo Recognition |

Ecommerce
Dashboard
Statistics   Communication board   Release messages

Communication board
Send a global message to everybody

Enter your message here.

Click on 'Paid Orders' and select the item(s).

| Order View | Order Line Item View | Archived orders | Paid Orders | Ready to Dispatch |

	y	Fulfillment status	Order Fulfillment status	Order Payment method
✔		Unfulfilled	Unfulfilled	Credit Card
✔		Unfulfilled	Unfulfilled	Shopify Checkout
✔		Unfulfilled	Unfulfilled	Shopify Checkout

Click on 'Actions' button (top right corner) after selecting the item.

Actions

| (1) | Fulfillment status (1) | Source Shop | Is combined (1) ✕ |

| Archived orders | Paid Orders | Ready to Dispatch |

| Order Fulfillment status	Order Payment method	Managed payment	Part of multior
Unfulfilled	Credit Card	✕	✕
Unfulfilled	Shopify Checkout	✕	✕

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How to print packing slip

From the pop-up screen, click on 'Packing slip'.

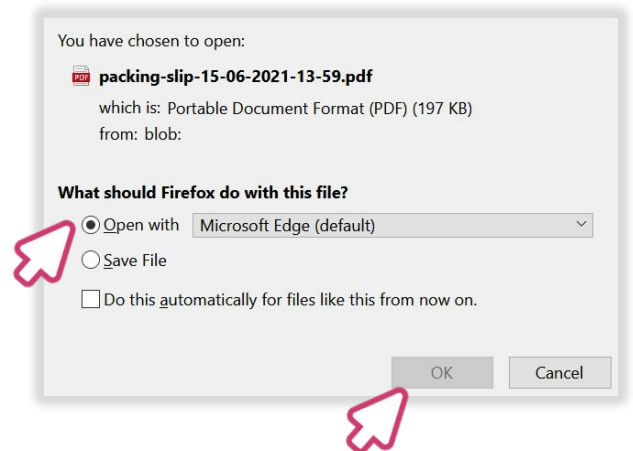Change sort settings characteristics if necessary and click the 'Set' button.

Click Confirm from the pop-up screen to download slip.

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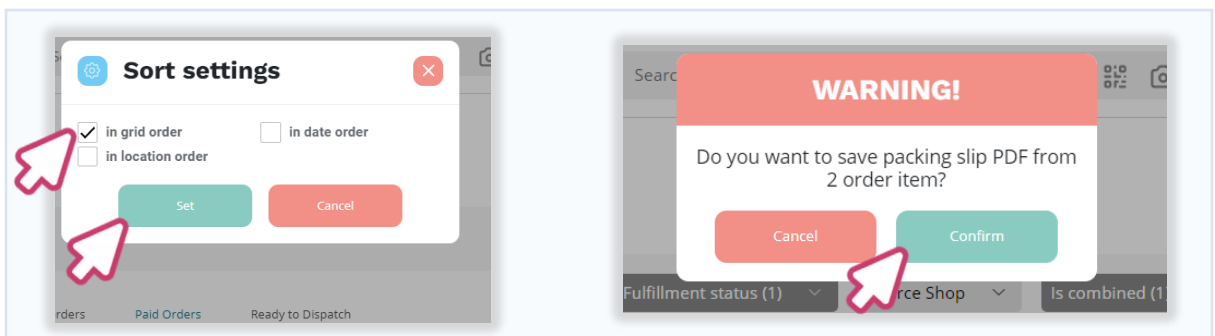
How to print packing slip

After clicking the 'Confirm' button, a pop-up screen will appear giving you the options to save or open the file.

Select 'Open with' and click the 'OK' button once you are happy!

You have chosen to open:

📄 **packing-slip-15-06-2021-13-59.pdf**

which is: Portable Document Format (PDF) (197 KB)
from: blob:

What should Firefox do with this file?

⦿ Open with Microsoft Edge (default) ▼
◯ Save File

☐ Do this automatically for files like this from now on.

OK   Cancel

From the PDF generated document, click the printer icon at the top-right of the screen to print. (Ctrl + P) for Windows and (Command-p) for Mac.

#16-07016-41623
Order date: 05-May-21
Paid at: 05-May-21 21:21:14
eBay record number: 103
Shipping service: Royal Mail 2nd Class

INVOICE / PACKING SLIP

ID	Tote/Box ID	Qty		SKU / Custom SKU / Item name / Source shop	Price / VAT / Price including VAT	Subtotal
				496506 / -	11.00 £	
#1	-	1		Brave Soul Mens Hippie Print T-Shirt[L,Cloud Grey]	-	11.0 £
				-	11.0 £	

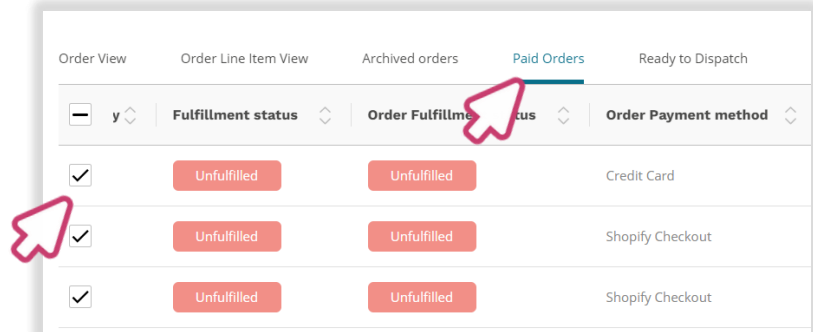|		
Subtotal including VAT:		11.0 £
Postage & Packing:		0.0 £
Total including VAT:		**11.0 £**

How to create shipment

Please note: This function would only be possible if you've integrated ShipEngine to your Shopiago account.
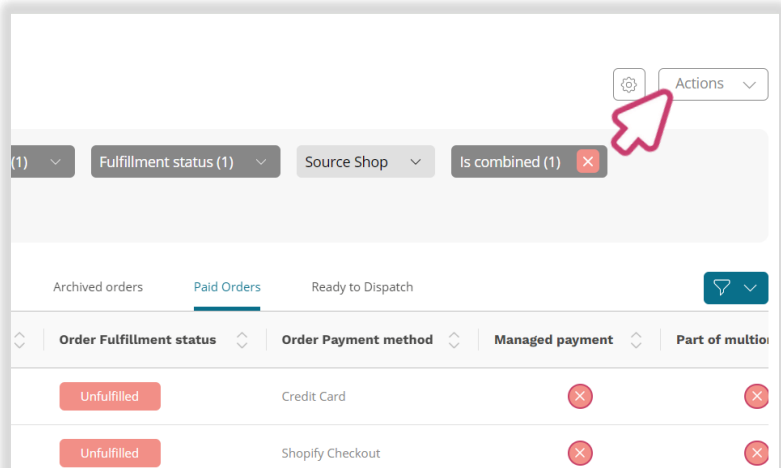
To create shipment, navigate to 'Orders' from the account menu.
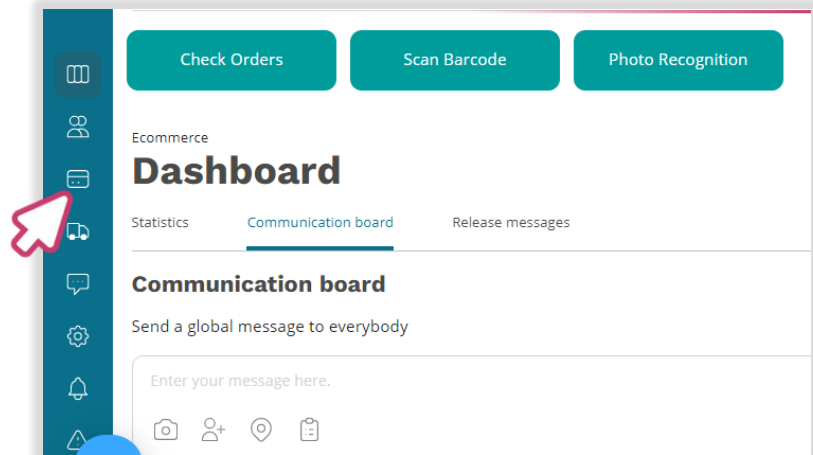
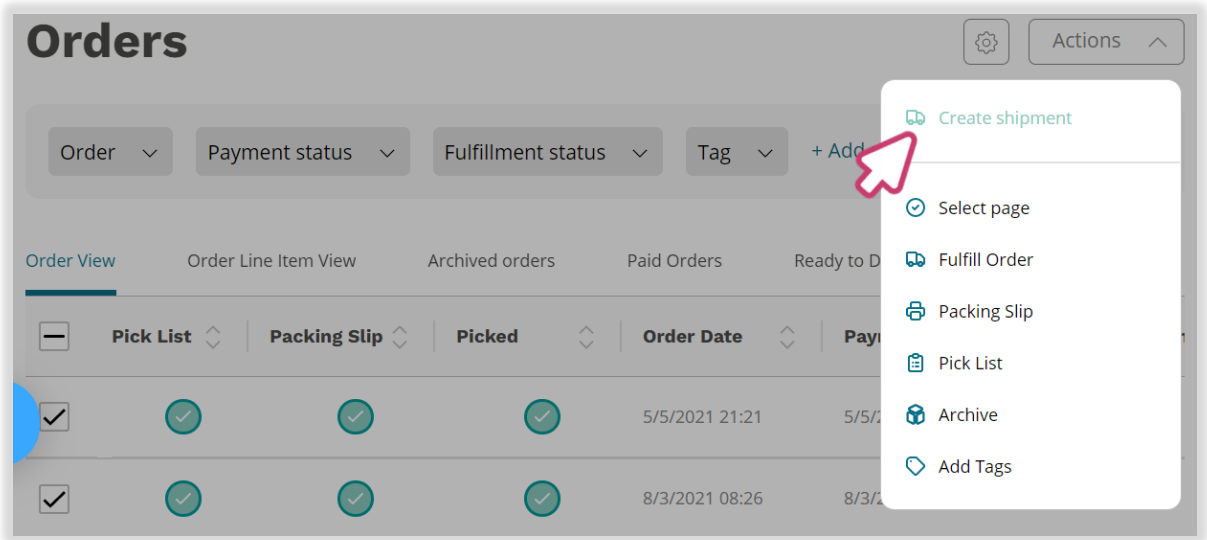From order view, click on 'Paid Orders', and select the item(s).

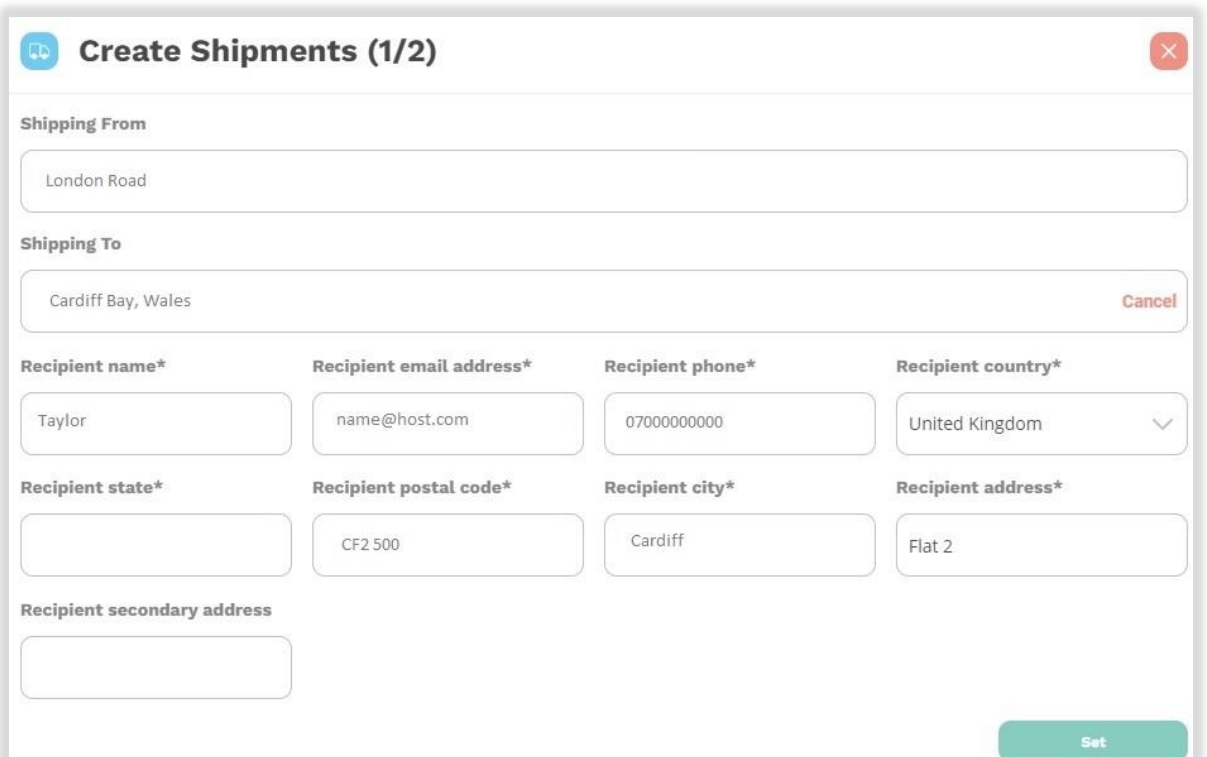Click on 'Actions' button (top right corner) after selecting the item.

How to create shipment

From the pop-up screen, click 'Create shipment'.

From the next screen, go through the shipping information to be sure all details are correct.

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How to create shipment

Enter the package dimension.

Enter the shipping date.

Select a delivery confirmation.

Turn on the toggle switch for 'Customs' to add additional information e.g,

SKU, cost of package etc.

Then, click 'Save & next' if you're shipping to more than one customer.

Or click 'Save' button for single customer.

	Height (cm)*	Width (cm)*	Depth (cm)*	Weight (g)*
Box #1	2	1	2	3

Shipment Settings

Shipping date*

12/1/2022

Shipping Service*

Shipping service

Company
The recipient is a company

Customs
Define Customs information

Tax
Enter Tax Identifiers

Delivery confirmation

None

Address residential indicator
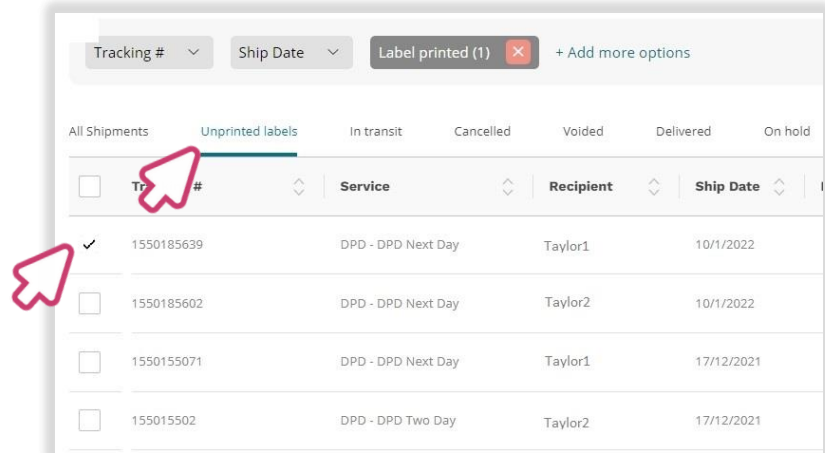
Yes

+ Save & next   Cancel
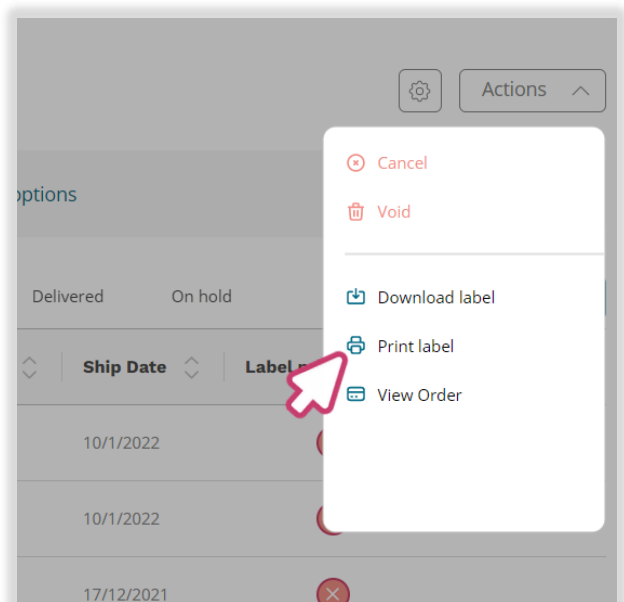
How to Print Dispatch label

To print dispatch label, simply navigate to 'Shipments' from the account menu.
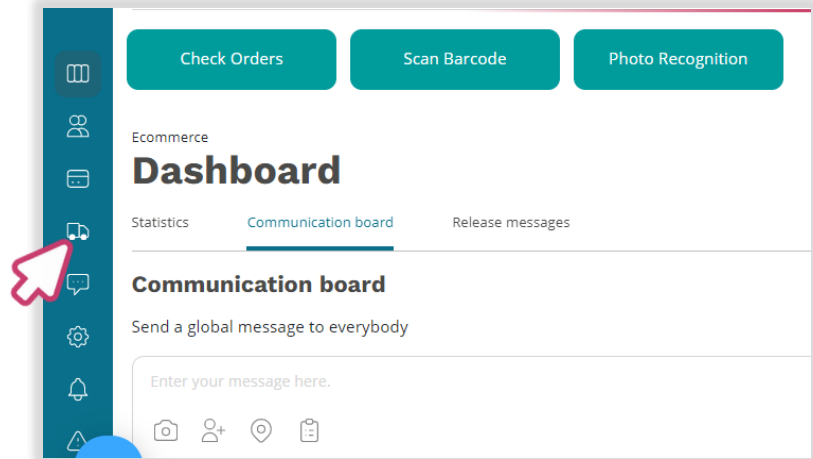
From the next page, click on 'Unprinted labels' tab and select one or more shipment(s).

Click on 'Actions' button (top right corner), then click 'Print label' from the pop-up screen.

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How to Print Dispatch label

To print out dispatch label(s), you would need a 'Zebra GK420d' printer and also download and install the supporting software (crdownload) into your pc.

Printing

It looks like the Print Service Program is not able to launch or not installed on your system yet.

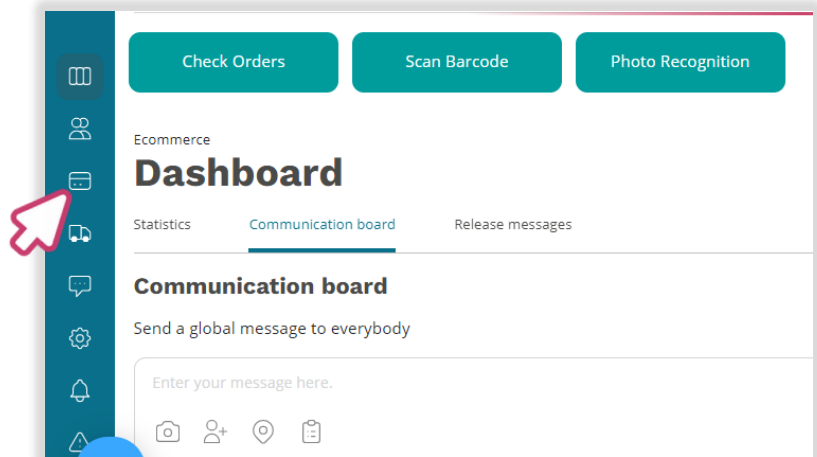Please download it by clicking the download button:
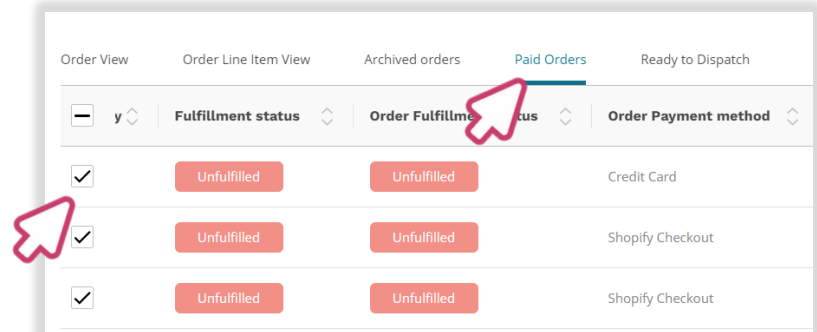
∨ Download

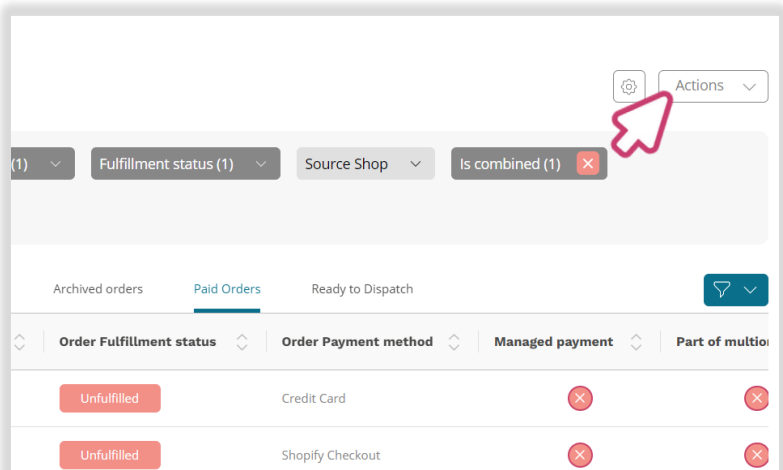**Supported printers**

Zebra GK420d

How to fulfill an order

Simply click on 'Orders' icon from the account menu.
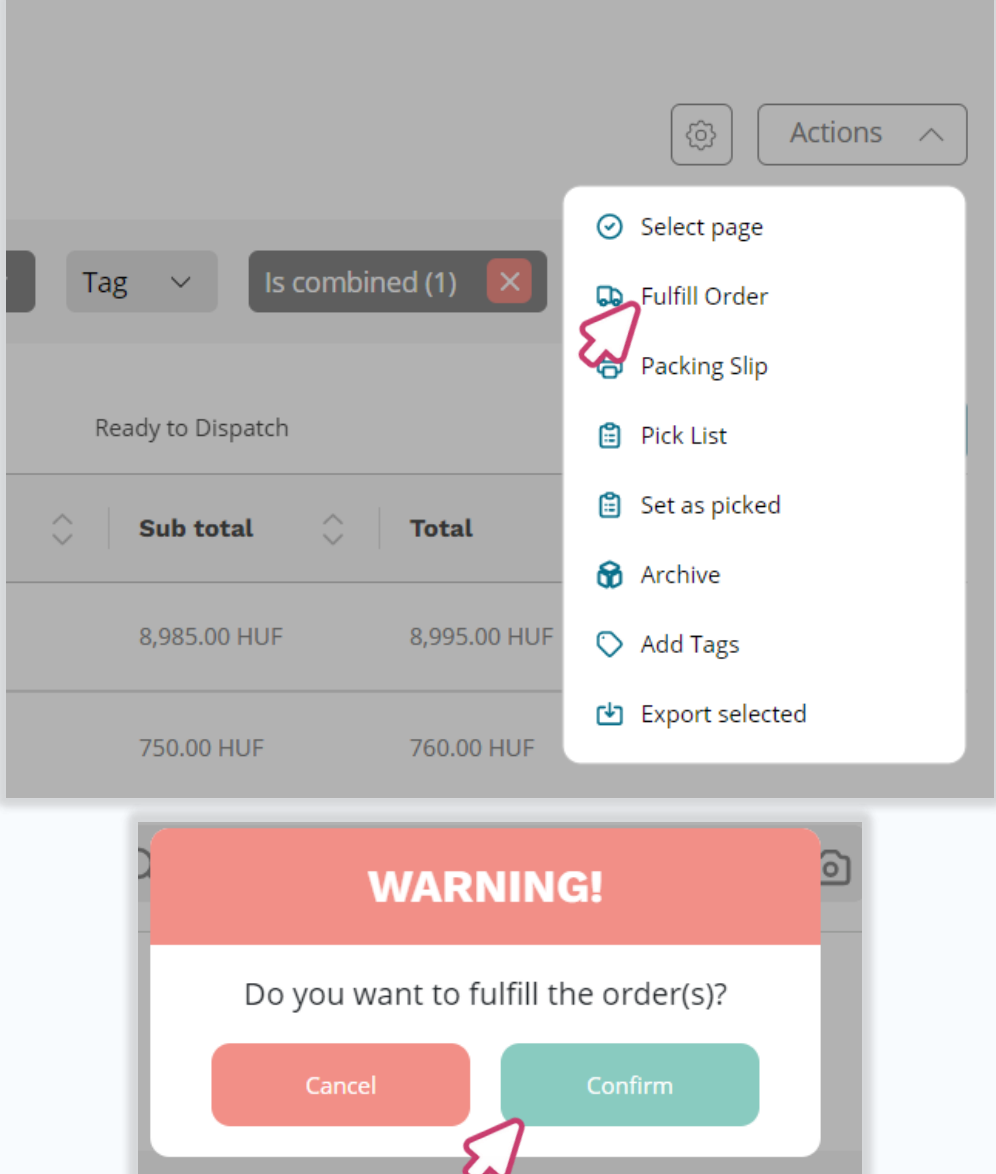

Click on 'Paid Orders', and select one or more item(s).

Click on 'Actions' button (top right corner) after selecting the item(s).

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How to fulfill an order

From the pop-up screen, click on 'Fulfill order'.

And click the 'Confirm' button.

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How to cancel order(s)

Before you cancel an order due to damage, mismatch, out of stock, or for any other reason - firstly consider contacting the buyer to offer an alternative option (if there is any) before cancelling the transaction. Unless the buyer requests cancellation.

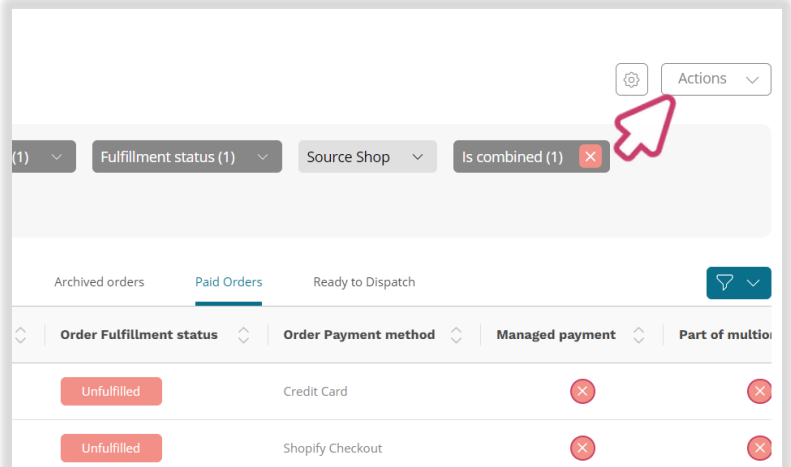Simply click on 'Orders' icon from the account menu.
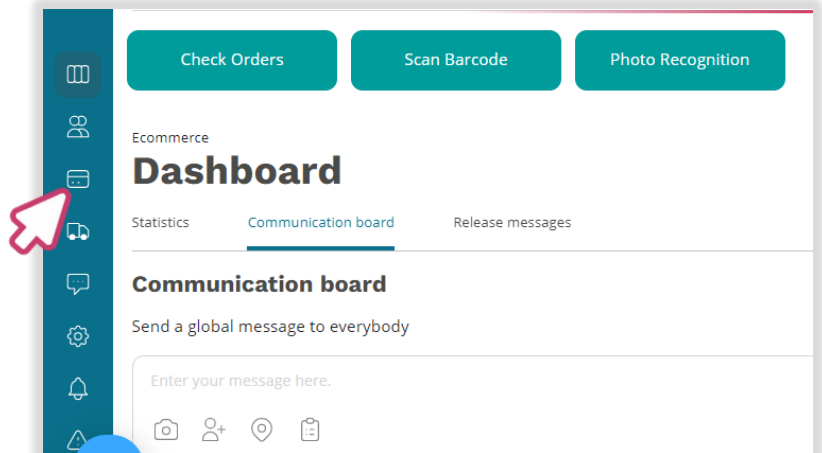
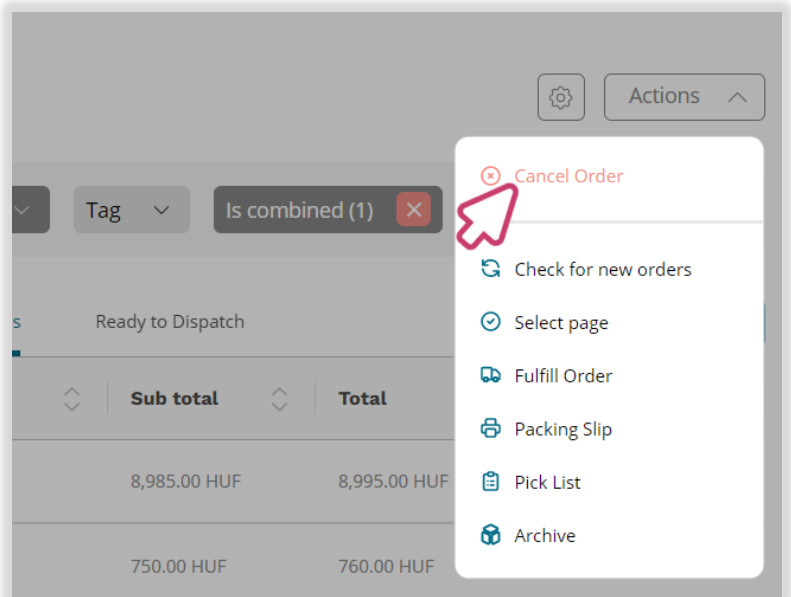Click on 'Paid Orders', and select the item(s).
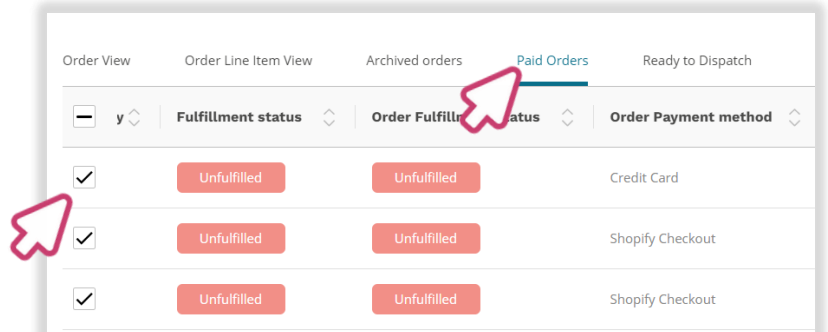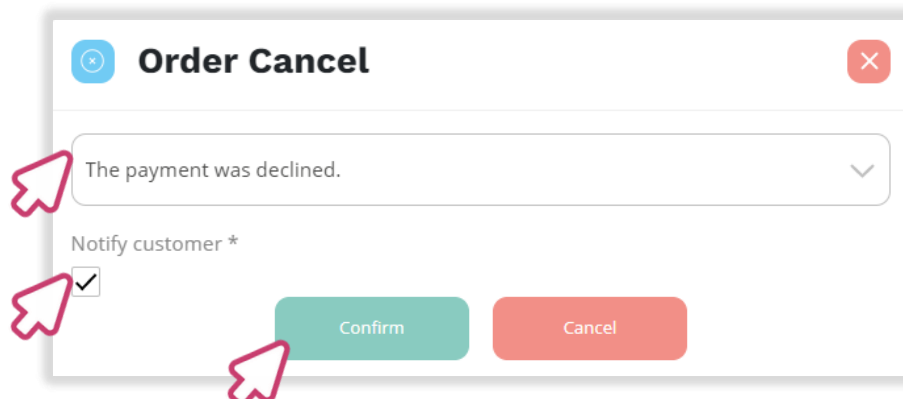
How to cancel order(s)

Click on 'Actions' button (top right corner) after selecting the item(s).

Click on 'Cancel order' from the next screen.

From the pop-up screen, select a reason and tick the 'notify customer' box if necessary, then click the 'Confirm' button.

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Happy Selling

If you need further help or support,
please speak to your Customer Success Manager
or access Live Chat when logged in.